



INSTITUTE OF HUMAN
VIROLOGY, NIGERIA

CORPORATE FOOD SERVICE RFP

REQUEST FOR PROPOSAL - RFP

CORPORATE DINING MANAGEMENT SERVICES

**INSTITUTE OF HUMAN VIROLOGY, NIGERIA
IHVN CAMPUS,
Plot 62, Emeritus Umaru Shehu Avenue
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1.0 General Information

RFP for Corporate Dining Management Services

1.1 Statement of Purpose

The Institute of Human Virology, Nigeria is seeking proposals from qualified catering organizations for the provision and management of full-service cafeteria at the IHVN Campus, Abuja. Our goal is to partner with a vendor that can help us increase food service participation, and support corporate initiatives to promote healthy lifestyles and sustainable practices.

This RFP will highlight the services required for the delivery of food catering services. Our intention is to ensure that all FOOD, HEALTH AND SAFETY and related requirements are adhered to, as per the established standards and as per the company's requirements to achieve its customer satisfaction.

1.2 Company Background

The Institute of Human Virology (IHVN) is a leading and reputable non-governmental organization addressing infectious and non-infectious diseases such as HIV, tuberculosis and cancer through the provision of prevention, diagnosis, treatment, capacity building, research, and care and support services. IHVN is in partnership with local and international organizations and different tiers of the government of Nigeria at national, state and local levels. The Institute's vision is to be a leader in providing quality health services, capacity building and research in West Africa and beyond.

2.0 Scope of Work

The Contractor will provide the necessary materials and human resource to operate a functional canteen to ensure meals are prepared according to the meal schedule agreed by IHVN and Contractor.

2.1 Contract services

The Contractor will provide food catering service to operate an on-site canteen at the Institutes head office for breakfast and lunch between Monday – Friday of every week, with the exception of weekends and public holidays as follows:

- **Breakfast** – A variety of items should be provided between the hours of 8:00am – 11:30am
- **Lunch** – A variety of items should be provided between the hours of 11:30am – 4:30pm

Considerations for meals:

- Healthy and delicious breakfast and lunch items, offerings inclusive of fruits, protein options, vegetarian options, side dishes, salad and dessert.
- Establish affordable prices for breakfast and lunch in the canteen considering the allocation of space, equipment and utilities provided by the Institute.

The Contractor will perform the services with reasonable care, skill and diligence in accordance with the highest standard of its profession.

2.2 Equipment & Kitchen Utensils

The Institute shall provide the Contractor with a modern kitchen containing equipment and utensils such as:

- Double Door Refrigerator and Freezer
- Microwave
- Burner gas cooker and oven
- Heat Extractor
- Deep fryer
- Sophisticated compartmentalized kitchen drawers and cabinets
- Convection oven
- 20ltrs Electric kettle and dispenser
- Espresso machine
- 3 in 1 Deep fill Snack maker
- Electric snack display stand
- Electric food warmer and display stand

Subsequently note that All other modern accessories, cutleries, plates needed for a modern kitchen/ restaurant setting is expected to be provided by the contractor.

2.3 Cleaning

- The Contractor is required to regularly maintain the overall appearance/ cleanliness of the dining room, equipment's as well as maintain and keep the Kitchen and all assets in excellent condition.

2.4 Service

- The Contractor shall provide any additional equipment and/or utensils which it may require, other than that provided in the kitchen.
- Prepare and handle ingredients, meals and food under hygienic and sanitary conditions, in accordance with the applicable law, food and food preparation and relation regulations and industry standards.
- Use trained, qualified, certified and suitable, properly attired staff with good interpersonal skills. All employees of the Contractor must observe Personal Hygiene such as constant washing of hands with soap and water.
- Ensure that there is adequate day to day supervision to ensure that the quality of food and service to be provided is delivered at a high and hygienic standard.
- Ensure that meals are provided on time, in a timely manner, with quick service, and with each component of the meal provided in sufficient numbers.
- To obtain and maintain through the term all up to date licenses, approvals, permits, badges to conduct its business.
- The Contractor, in recognition of its obligations will ensure that at all times the highest standard of customer service will be provided to the Company. It is mandatory that the operation be staffed with a Supervisor who shall manage the functions on a daily basis on site.
- A meeting will be held with the Institute's regulatory Committee as deemed necessary to discuss the canteen operations.

3.0 BIDDER QUALIFICATIONS

Bidders should provide the following information as part of their proposal for consideration by the Institute.

- Description of experience in canteen food services
- Examples of three or more projects similar to the criteria stated in this proposal
- References from three (3) current clients for whom similar service has been conducted.
- Completed Supplier/Vendor Registration form and all supporting documentation
- Valid Income Tax and Value Added Tax (VAT) clearance certificates both confirming that the tenderer has complied with the provisions of and discharged their obligations under the current Income Tax and Value Added Tax legislations
- Anticipated resources you will assign to the project (key staff: roles, titles and experience)
- Certifications as a Food Service Provider
- Timeframe for implementation of services
- Have the legal capacity to enter into a contract
- List of weekly menus for a period of two weeks

NOTE:

- The Institute reserves the right to request any additional information that it may deem necessary to make an informed decision on any proposal.
- All documents should not exceed 15 pages and should be sent as one (1) cohesive PDF document.
- All questions regarding this RFP are to be addressed to: canteen@ihvnigeria.org.

4.0 PROPOSAL EVALUATION CRITERIA

IHVN will evaluate all proposals based on the following criteria. To ensure consideration for this Request for Proposal, all proposals should be complete and include all of the following:

- Proposals must provide all requirements included herein and be presented in a clear and organized manner.
- Providers will be evaluated on their expertise as it pertains to the scope of work.
- Ability of providers to execute high level of service.
- Ability of provider to supply high quality foods.
- Ability of provider to fill requirements and needs as outlined in the RFP.
- Provision of referrals.
- Shortlisted bidders will be required to provide samples of meals during the interview period as will be directed by the Institute.